

CONFLICT MANAGEMENT

The Key to Successful
Teambuilding



**IF YOU DON'T MANAGE
CONFLICT**

**CONFLICT
WILL MANAGE
YOU!**

HAVE YOU EVER FELT LIKE THIS?

The result of a Toxic Work Environment



What do co-workers think/feel when they see you coming?

Someone that they feel
intimidated/challenged



Someone they can
connect with



REMEMBER THIS!

Be less concerned with how your team **LOOKS** and more concerned with how it **FEELS**

***HOW IT FEELS WILL DETERMINE
HOW IT FUNCTIONS***

Guiding Principle

People will forget what you have said to them;

People will even forget what you have done to them;

BUT

PEOPLE WILL NEVER FORGET

HOW YOU HAVE MADE THEM FEEL!

The Emotional Snapshot

The emotional impression/imprint left on the psyche of an individual following an encounter with another person or event or experience. This abiding impression will serve to act as an emotional trigger (positive/negative) influencing the individuals future prospective on that person, event or experience.

This factor will create a communication continuum with team members and will be the basis for all future communication.

The Power of /Emotional Mental Recall

- *Explicit Memory* – is the conscious and intentional recollection of previous experiences and information.
- *Implicit Memory* – Emotional memory; The memory of the emotions connected to an experience

Studies show that we can have two kinds of memory for the same situation. Especially if the experience is associated with strong emotions.

Explicit/Implicit Memory

- *Explicit memory* – Memory of details associated with the event
- *Implicit memory* – Memory of the emotions associated with the event

This memory contains the psychological impact

***of the event and creates within you an;
“EMOTIONAL SNAPSHOT”***

BENEFITS OF A CONFLICT MANAGED WORK ENVIRONMENT

- ◆ Profits increase
- ◆ Staff morale is high
- ◆ Staff turnover is low
- ◆ A team oriented focus is maintained
- ◆ Goals are being realized
- ◆ Momentum is created

WHAT DO EMPLOYEES NEED TO EXCEL?

Relationship (What we give)

- ◆ Consistency
- ◆ Fairness
- ◆ Support

Stability (What we do)

- ◆ Paraphrasing
- ◆ Purpose stating
- ◆ Performance imaging

90 % of Conflict in the Workplace is Personality Based

*Our tendency is to personalize the conflict we feel
when a personality based conflict occurs.*

We often feel:

- ◆ Superior
- ◆ Inferior
- ◆ Challenged
- ◆ Attacked
- ◆ Disregarded
- ◆ Compared
- ◆ Misunderstood

Conflict is not Good or Bad

It simply means there is a disagreement.

BAD FOCUS: seeing only your prospective.
(Point of View)

GOOD FOCUS: Seeing the other persons
prospective. (Point of View)

COMMON WAYS WE DEAL WITH CONFLICT

- ◆ **Ignore/Avoid Conflict** – leads to poor or no communication; creates toxic stress and promotes passive aggression.
- ◆ **Nurture/Feed the Conflict** – through antagonism and gossip.

RESULT

A TOXIC WORK ENVIRONMENT

TOXIC WORK ENVIRONMENT DEFINED

High Levels of Stress Due to:

- ◆ Unresolved conflict
- ◆ Hurt/unexpressed feelings
- ◆ Personal offense
- ◆ Anger/frustration
- ◆ Feeling disrespected
- ◆ Indifference toward others
- ◆ Miscommunication or no communication
- ◆ Misunderstanding
- ◆ Sarcasm
- ◆ Gossip

*A TOXIC WORK ENVIRONMENT
DUE TO UNRESOLVED CONFLICT
WILL HAVE A DIRECT IMPACT ON
YOUR:*

ATTITUDE

*The feeling one has for his/her
self.*

Feelings Create Attitude!

1 REASON MOST PEOPLE GET BURNED OUT AT WORK AND LEAVE THEIR JOB!

They are sick of their co-workers



THE POWER OF YOUR PERSONALITY

Areas Strongly Influenced by Your Personality

- ◆ **Thought Process** (Problem solving, critical thinking)
- ◆ **Emotional State** (Emotional thresh hold, coping)
- ◆ **How You Connect** (Relationship building)
- ◆ **What You Project** (Body language)
- ◆ **How You Participate** (Group dynamics)
- ◆ **How You Influence** (Your effect on others)

TODAY WE WILL IDENTIFY AND DEFINE 4 PRIMARY PERSONALITY TRAITS

We will define them by using a color code!

ORANGE

GOLD

BLUE

GREEN

DIVERSITY IS THE KEY!

All perspectives are required to produce the highest quality product possible.

All perspectives must be valued, respected, honored and understood.

***EVEN IF THE PERSON WITH THE OTHER
PROSPECTIVCE DRIVES YOU COMPLETELY
INSANE AT TIMES***

Personality Assessment

WHAT'S YOUR TRUE
COLOR?

ORANGE



STRESSORS FOR AN ORANGE

(Stress can lead to color imbalance)

- Restrictions
- Rigidity/lack of flexibility
- Lack of freedom/spontaneity
- Lack of recognition
- Lack of options/alternatives
- Lack of fun/enjoyment and recreation

Keys to Understanding and Communicating With an ORANGE

Ways an ORANGE Communicates

- Direct Communicator – works in the here and now, assumes flexibility.
- Results Oriented – Performance oriented, responds well to recognition.
- Looks for Solutions, follows path of least resistance, flexible approach, welcomes changes.
- Makes Decisions Quickly – institutes changes quickly, expects quick action, directly applies knowledge to situations, unstructured/off the cuff responder.

EXPECTS PEOPLE TO WANT TO HAVE FUN

Ways To Communicate With An ORANGE

- Get to the point, give results, choices and options
- Focus on desired outcomes more than on how to achieve them
- Responds to competitive learning/don't be alarmed by the competitive edge
- Hands on learner/communicates with strong body language
- Wants to add fun/enjoyment to every conversation
- Allow to take lead in the conversation/enjoys talking more than listening

***Above all wants to have some
fun***

GOLD



Stressors for a GOLD

(Stress can lead to color imbalance)

- Unclear directions/expectations
- People cutting corners
- Undeserved criticism
- Others taking unfair advantage
- Others minimizing seriousness or difficulties
- Situations that make doing an excellent job impossible
- Limited resources
- Others falling short of expectations

Keys to Understanding and Communicating With a GOLD

Ways a GOLD Communicates

- Intentional about decisions
- Uninhibited
- Takes directives well
- Wants information when/where/how
- Expects punctuality, order. loyalty
- Obey the rules, the end does not justify the means
- Detailed/thorough approach
- Uncomfortable with change/especially quick changes
- Thoughtful process - needs time to process change and make decisions

If it is not broke don't fix it!

Ways to Communicate With a Gold

- Communicate clearly, stick to the subject/no rabbit trails
- Give details, focus on the process not the end result
- Stay on task and subject matter
- Historical perspective/past results considered
- Very serious when discussing work related issues

Above all don't break/change the rules

BLUE



Stressors for a BLUE

(Stress can lead to color imbalance)

- Insincerity/broken promises
- Deadlines
- Unfriendliness
- Excess disapproval
- Too little structure
- Conflict/confrontation
- Success/process at the expense of people/feelings
- Being left out of the loop

Keys To Understanding and Communicating with a BLUE

Ways a BLUE Communicates

- Shows concern for others and their needs, nurturing
- Feelings are openly expressed often through body language
- Conversational communicator
- Shows enthusiasm and interest
- More concerned about people than issues
- Open communicator/good listener, reassuring
- Creative thinker
- Trust is important to ongoing rapport

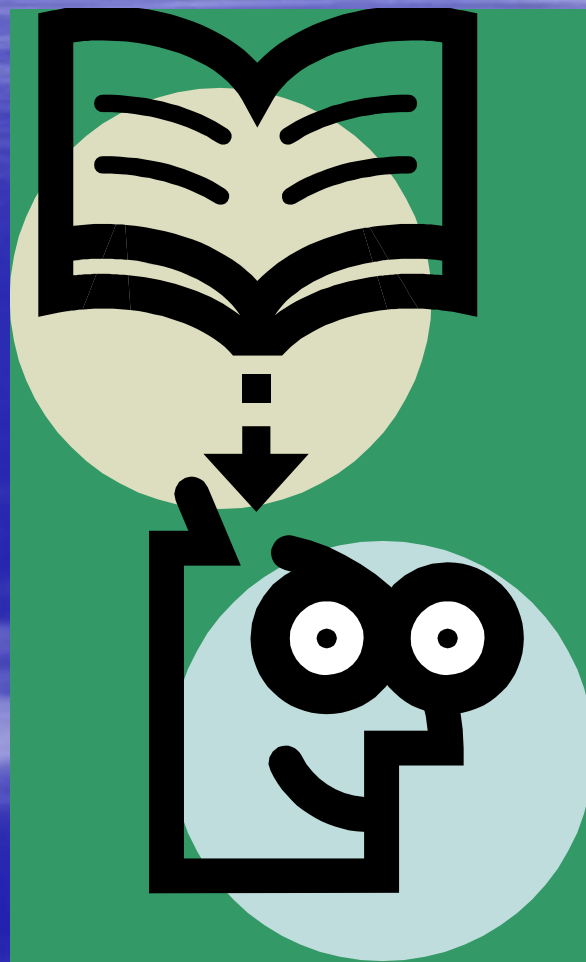
Always looks for the hidden meaning/motives

Ways To Communicate With A BLUE

- Establish rapport first then deliver your message
- Remember that opinions are being formed from feelings about an idea
- Listen attentively, give your undivided attention
- Make eye contact
- Don't interrupt
- Don't use sarcasm

Above all..... BE POLITE

GREEN



Stressors for a GREEN

(Stress can lead to color imbalance)

- Emotional confrontation
- Being pressured/hurried
- Lack of recognition
- Too many questions
- Unnecessary conversation/small talk
- Lack of seriousness
- Wasting their time
- Absence of quality in work
- Lack of control

Keys to Understanding and Communicating With a GREEN

Ways a GREEN Communicates

- Logical communicator
- Makes decisions based on fact not feeling/emotion
- Never see them sweat
- May seem aloof distant at times
- Decides through careful evaluation
- Concerned about principle
- Not a social butterfly
- Hard to read body language
- Appreciates acknowledgement
- Sees the big picture

Ways To Communicate With A GREEN

- Present ideas logically
- Have your facts in order
- Get to the point
- Don't be over emotional or too descriptive
- Use careful pronunciation and annunciation of words in conversation

Above all don't waste their time

Stress Management

During Team Conflict

- Identify your main source of stress (team dynamics, personalities, policies, events, attitudes, tasks)
- Learn to live with unchangeable stressors (quotas, difficult co-workers/supervisors, deadlines, policies/procedures)
- Device a plan of action to address those stressors you can change
- Develop well defined responses to reoccurring situations
- Get plenty of rest, well planned diet and exercise
- Process your stress/frustration verbally in appropriate ways and at appropriate times

Can we do this?

“It is all up to you”

